

COMMISSIONERS
DOUG LITTLE – Chairman
BOB STUMP
BOB BURNS
TOM FORESE
ANDY TOBIN

ORIGINAL



0000170430

ARIZONA CORPORATION COMMISSION

May 16, 2016

To: Docket Control

RE: Navopache Electric Cooperative, Inc. – Customer Comments

Docket No. E-01787A-16-0144

Please docket the attached _____ 8 _____ customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAY 18 2016

DOCKETED BY

KE

E-01787A-16-0144

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 5/16/2016
Opinion Number: 2016 - 131587 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 5/16/2016 1:52 PM

First Name: Beverly **Last Name:** Best **Account Name:** Beverly Best
Address: <<< REDACTED >>>
City: Pinetop **State:** AZ **Zip Code:** 85935
Cell: <<< REDACTED >>>

Company: Navopache Electric Cooperative, Inc. **Division:** Electric

Nature Of Opinion

Docket Number: E-01787A-16-0144 **Docket Position:** Against

Navopache = NEC took a HUGE rate increase around a year ago or so - this increase is totally unfounded and I am strongly against it.

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

E-01787A-16-0144

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 5/16/2016
Opinion Number: 2016 - 131586 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 5/16/2016 1:49 PM

First Name: Julie Last Name: Bradley Account Name: Julie Bradley
Address: <<< REDACTED >>>
City: Lakeside State: AZ Zip Code: 85929
Cell: <<< REDACTED >>> Email: <<< REDACTED >>> Home: <<< REDACTED >>>

Company: Navopache Electric Cooperative, Inc. Division: Electric

Nature Of Opinion

Docket Number: E-01787A-16-0144

Docket Position: Against

12 months ago NEC secured a rate increase. It is seeking the maximum increase again using streamlined procedures. NEC's complete expenses and revenues should be reviewed to determine areas for cost savings including the salaries of executives. NEC should be incentivized by the ACC to be more cost effective in delivery of its services or allow competition for generation services in Arizona to place a discipline on the monopoly. Why are NECs operating costs always rising when costs and inflation are not. This proposal should be rejected and the ACC should exercise oversight to protect ratepayers in low income areas such as Lakeside Arizona. Glen and Julie Bradley

		Investigation	
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

E-01787A-16-0144

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 5/16/2016
Opinion Number: 2016 - 131570	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 5/16/2016 12:12 PM	

First Name: John	Last Name: Richardson	Account Name: John Richardson
Address: <<< REDACTED >>>		
City: Saint Johns	State: AZ	Zip Code: 85936
Home: <<< REDACTED >>>		

Company: Navopache Electric Cooperative, Inc.	Division: Electric
---	--------------------

Nature Of Opinion

Docket Number: E-01787A-16-0144

Docket Position: Against

I am Against Navopache using Rule 107 to streamline its application for a rate increase. Rule 103 will allow the proper scrutiny by to commission to see if the increase is justified. I would rather the utility follow the cost of living increases that social security gives...

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 5/16/2016
Opinion Number: 2016 - 131577	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 5/16/2016 12:13 PM	

First Name: David	Last Name: Dunn	Account Name: David Dunn
Address: <<< REDACTED >>>		
City: Overgaard	State: AZ	Zip Code: 85933
Cell: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Navopache Electric Cooperative, Inc.	Division: Electric
--	---------------------------

Nature Of Opinion**Docket Number:** E-01787A-16-0144**Docket Position:** Against

I am against NEC using Rule 107 (streamlined application/procedure) for this proposed rate hike. I believe their recent history of rate hike requests necessitates a thorough review by the Commission. In the past 5 years, NEC has already raised the Monthly Service Charge by over 20% (Sep 2012 and Apr 2015), and the Energy Charge for Electricity by almost 50% for usage of <400 kWh. (Sep 2012). This newly proposed rate hike impacts the Monthly Service Charge again, and if approved, would result in an overall increase of over 35% since September of 2012. This increase in basic operations costs (metering, billing, etc.) in less than 5 years is alarming, and should not be fast-tracked for approval. I appreciate the opportunity for comment.

David Dunn

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

E-01787A-16-0144

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 5/16/2016
Opinion Number: 2016 - 131575	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 5/16/2016 12:14 PM	

First Name: Deena	Last Name: Moffat	Account Name: Deena Moffat
Address: <<< REDACTED >>>		
City: Pinetop	State: AZ	Zip Code: 85935
Cell: <<< REDACTED >>>		

Company: Navopache Electric Cooperative, Inc.	Division: Electric
--	---------------------------

Nature Of Opinion

Docket Number: E-01787A-16-0144

Docket Position: Against

An increase of 6% regardless of usage is unacceptable in addition that NEC just had an increase a year ago in April of 2015. Better management of money and payment to employees obviously is in order. I am strongly against another utility company insisting the customers (users) take the hit. Two increases back to back, clearly the systems in place need to be reevaluated and should not fall on the shoulders of it's users.

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

E-01787A-16-0144

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 5/16/2016
Opinion Number: 2016 - 131565 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 5/16/2016 12:09 PM

First Name: Vicki **Last Name:** Sandler **Account Name:** Vicki Sandler
Address: <<< REDACTED >>>
City: Lakeside **State:** AZ **Zip Code:** 85929
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>> **Home:** <<< REDACTED >>>

Company: Navopache Electric Cooperative, Inc. **Division:** Electric

Nature Of Opinion

Docket Number: E-01787A-16-0144

Docket Position: Against

Just last April, barely a year ago, NEC secured a rate increase. It is seeking the maximum increase again under the streamlined procedures. NEC's complete expenses and revenues should be reviewed to determine areas for cost savings and efficiencies, including the salaries of the Executives. Instead of seeking constant increases, NEC should be incentivized by the ACC to be far more cost effective in its delivery of services OR the ACC allow competition for generation services in Arizona to place a discipline on the monopoly. Costs and inflation have not been on the rise, so why are NEC's operating costs ALWAYS rising? By placing the increase in the customer service charge, there is absolute guaranteed recovery of this revenue with no risk on the monopoly to operate cost effectively. This creates a disincentive for efficient usage of energy by the customer because the charge is recovered no matter the usage. This is not prudent cost recovery. There should be cost discipline on the company and its employees. We live there part time and this charge will apply when the home is vacant and incurring no costs on the utility system. This proposal should be rejected and the ACC should exercise its oversight to protect the ratepayers and citizens who vote for the Commissioners by ensuring cost discipline on a monopoly who is not incentivized to do so. Vicki and Jeff Sandler.

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

E-01787A-16-0144

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 5/16/2016
Opinion Number: 2016 - 131562		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed	Closed Date: 5/16/2016 12:07 PM	

First Name: Joseph	Last Name: Sitarzewski	Account Name: Joseph Sitarzewski
Address: <<< REDACTED >>>		
City: Eagar	State: AZ	Zip Code: 85925
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Navopache Electric Cooperative, Inc.	Division: Electric
--	---------------------------

Nature Of Opinion

Docket Number: E-01787A-16-0144

Docket Position: Against

NEC previously had a rate increase only one year ago (04/01/15). I do not believe it should receive another increase of approximately 5% at this time. The coop should first cut operating costs and work at becoming more efficient just like its ratepayers have had to do.

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

E-01787A-16-0144

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 5/16/2016
Opinion Number: 2016 - 131566 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 5/16/2016 10:55 AM

First Name: evan **Last Name:** wise **Account Name:** evan wise
Address: <<< REDACTED >>>
City: Pinetop Lakeside **State:** AZ **Zip Code:** 85929
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Navopache Electric Cooperative, Inc. **Division:** Electric

Nature Of Opinion

Docket Number: E-01787A-16-0144

Docket Position: Against

Navopache has just received a maximum increase in electric rates and should not be granted a second increase. Efficiency, alternative energy sources and better management should be the way to make budgets rather than continuing to raise rates.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
5/16/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.
